

WHAT IS CLAIMED IS:

1. A trouble management system for managing a trouble in a product, comprising:

5 recording means for recording the progress of an operation for solving the trouble in the product; and  
notice means for sending to a destination a notice of the progress of the operation recorded by said recording means,

10 wherein said notice means sends the notice by converting the progress of the operation recorded by said recording means into a format suitable for the destination.

15 2. A system according to Claim 1, further comprising:

analysis means for analyzing information about the trouble in the product; and  
20 search means for searching for the operation for resolving the trouble in the product on the basis of the result of said analysis.

25 3. A system according to Claim 2, wherein analysis by said analysis means is performed on the side of a user using the product.

4. A system according to Claim 2, wherein said notice means sends a notice of a cost or a time

required for the operation.

5. A system according to Claim 2, further comprising:

5 management means for managing a guarantee period of the product,

wherein said cost depends on the managed guarantee period.

10 6. A system according to Claim 2, further comprising:

management means for managing information about specifications of the product,

15 wherein analysis by said analysis means depends on the managed information about the specifications.

7. A system according to Claim 1, further comprising:

20 storage means for storing contents of the operation actually performed to resolve the trouble in the product or results of the operation.

8. A method of controlling a trouble management system for managing a trouble in a product, said method comprising:

25 a recording step of recording the progress of an operation for solving the trouble in the product; and

a notice step of sending to a destination a notice of the progress of the operation recorded in said recording step.

- 5           9. A storage medium storing a program for executing a process of controlling a trouble management system for managing a trouble in a product, the program storing:

10           a recording step of recording the progress of an operation for solving the trouble in the product; and

            a notice step of sending to a destination a notice of the progress of the operation recorded in said recording step.

- 15           10. A trouble management method for managing a trouble in a product, comprising:

            obtaining as an input contents of the trouble in the product;

20           recording the progress of an operation performed on the basis of the input contents of the trouble; and

            sending a notice of the recorded progress of the operation.